

## *Guidance for Plasma Televisions During Household Goods Moves*

Plasma televisions can cost several thousands of dollars. Not only are they expensive, but they are also delicate and sensitive. Something as simple as laying one flat or taking one to high altitude, such as in an airplane, can break a plasma television.

Soldiers may not always realize how delicate and sensitive plasma televisions are. For example, when installing a plasma television for the first time, some dealers recommend you to allow the television to warm up to room temperature before turning it on. Some manufacturers also provide detailed instructions to ensure safe shipping. These instructions can include costly, specialized crates and temperature controls during transportation. Some manufacturers may even recommend a professional media technician install and uninstall these televisions.

When PCSing please inform the transportation office that you own a plasma television. Some carriers may choose not to ship plasma televisions because of the constraints concerning shipping these televisions. It is therefore strongly recommended that the owners keep the **original manufacturer's container** and have it available for the movers (if the movers want to use it). If the owner does not have the manufacturer's original container, plasma televisions should be packed and shipped in a container that meets the manufacturer's or carrier's specifications.

In case a plasma television is damaged or lost during a household goods shipment, the maximum allowable payment by the claims regulation is **\$2,500**. Since the risk of damage is significant for this type of television in shipment, the claims office **highly recommends** to plasma television owners to purchase full replacement value insurance or high value insurance for their television. This ensures the plasma television will be covered for loss and damage claims during a household goods move.

**For further information** concerning packing, shipping and storage of plasma televisions, please contact the Transportation Office at SHAPE, DSN 366-6461. For further information regarding claims, please contact the Claims Office at the Northern Law Center, SHAPE, DSN 423-4195.

